

Federal Employees Health Insurance

Federal Employees Health Insurance (FEHB) changes for open season became effective 12 Jan 03. Premium changes will appear on the LES for the pay received for 6 FEB 03.

Anyone who encounters either (1) an FEHB open season coverage issue or (2) a premium deduction issue, must report such difficulties to an ABC-C counselor at 1-877-276-9287 - select the number for FEHB, then (0) to reach a counselor. If a copy of the SF 2809 FEHB election form is needed, a copy can be obtained by calling the ABC-C at the number above, select number "1" for FEHB, then number "8" for the SF 2809 faxback option.

Below is more detailed information on the ABC-C Phone System:

ABC-C Phone System Prompts...

- 1 - civilian employee
- 2 - benefits and entitlements
- 1 - current Army civilian
 - Enter SSN and PIN*
- 1 - to change PIN or 2 to continue
 - Verify phone number*
- 1 FEHB - listen to information then select number 8 for a faxed SF 2809 or 0 for a counselor

Chart of the ABC-C Phone System

<https://www.abc.army.mil/Information/ABCGeneral/Information/IVRSMenu.pdf>

Script of the ABC-C Phone System

<https://www.abc.army.mil/Information/ABCGeneral/Information/ABCMenu.htm>